

I would like to have a specific company move my belongings. Can I do this? How do I set it up?

When you fill out your DD Form 1299, note the name of the company in Block 13, "Remarks". We will do our best to honor your request, provided the company is DoD-approved. You may also request to *not* have a specific company move your property.

Where do I put my personal papers, orders, passport, and other important documents so they don't get packed?

All important papers, valuable objects, uniforms and anything else you don't want to be packed should be locked in your vehicle or kept on your person.

Do I have to be home while the movers are there? That is the only day I can get to appointments before I leave.

You - or your agent - *must* be at your residence all day during all pack and pickup days. If you must make appointments, please appoint a releasing agent. If you are not, or you leave, you may be charged for attempted pickup.

Why do I have to stay at my mini-storage facility? Can't the movers just pack it up and call me before they leave?

You - or your agent - *must* be at the mini-storage during the entire time that the movers are there. If you are not, or you leave, you may be charged for attempted pickup.

I left money laying on the dresser and now it's gone. What do I do?

All valuables - including cash - should be locked in your vehicle or kept on your person at all times during your move. If you believe that something is missing, it is your responsibility to call the local police *immediately*.

I don't like the movers that arrived. Can I tell them to leave?

If you have a problem with the packers or movers that arrive at your residence, you must call the Personal Property Shipping Office and request an inspector visit. If you tell the movers to leave, you are acting on behalf of the Contracting Officer and will be liable for all charges associated with attempted packing and pickup fees. These fees can run into hundreds of dollars.

How do I request an inspector when I reach my destination?

Call the inbound section of your destination Personal Property Shipping Office and simply ask.

Why do I have to take my outdoor furniture apart? The movers did it in the past.

The "It's Your Move" pamphlet explains your responsibilities during your move. In addition, the Defense Transportation Regulation (DoD 4500.9R) states that the movers are exempt from dismantling outdoor recreational equipment, which includes outdoor furniture. Please keep in mind that all outdoor furniture, grills, play equipment, and so on must be disassembled, clean and free of pest infestation before the movers arrive on the first packing day.

Can I have a relative/friend release/receive my property without my presence? Without a Power of Attorney?

Yes, you may. At any time before the movers arrive, you may contact your personal property counselor and add that person's name to your file. As long as that person's name is in the file, they do not need a Power of Attorney. However, if you do not contact the Personal Property Shipping Office, they must have a Power of Attorney.

The movers have arrived and I am not ready to move. What do I do?

If the movers have arrived, and you are not ready, they may be put on waiting time and/or leave your residence. In either case, you will be responsible for attempted pack and pickup fees, which can run into hundreds of dollars. Make sure that you are ready for the date you chose. If you must change your pack or pickup date due to an emergency or change in orders, you must call the Personal Property Shipping Office at least twenty-four hours in advance (seventy-two if your pack or pickup is on a Monday).

My baby is asleep. The movers will just have to wait until my baby wakes up before they can pack that room. How do I keep them out?

It is suggested that you have alternate care arrangements in place for children and pets during packing and pickup. If the movers must wait for your child to awaken, you will be responsible for the payment of waiting time fees, which can be extremely expensive.

I am getting divorced. Do I have to move my (ex) spouse too?

You are not required to move your ex-spouse (or ex-spouse-to-be) on your orders. In fact, the only time you are required to move your ex-spouse is if it has been ordered in a court of law; and even then, the move would be out-of-pocket expense, and not on your orders.

Couldn't find the answer to your question? Email us at wpafbttmo@wpafb.af.mil and we'll send you an answer!

Forms and Publications may be found on our website at <https://wptmo.wpafb.af.mil>.

DON'T FORGET!

The Customer Satisfaction Survey must be completed within 7 days after delivery of your property.

<https://icss.eta.sddc.army.mil>

Wright-Patterson Air Force Base Personal Property Shipping Office

FREQUENTLY ASKED QUESTIONS

88 MSG/LGRTH
5215 Thurlow St. Ste. 1
Wright-Patterson AFB, OH 45433

Phone: (937) 257-2153
Toll Free: 1-800-762-7700
Outbound Fax: (937) 257-3477
Inbound Fax: (937) 656-1180
NonTemporary Storage Fax: (937) 656-2091
Email: wpafbttmo@wpafb.af.mil

<https://wptmo.wpafb.af.mil>

UPDATED 20 APRIL 2007

I just received my orders. What do I do now?

Attend a briefing at the Personal Property Shipping Office. If you are unable to attend a briefing, you may view our Interactive Online Briefing on the internet. A list of links follows this FAQ.

Where do I get the paperwork I need to fill out?

We can email or fax it to you, or you may download it from our website. If you attend a briefing, you will receive the paperwork at that time.

Can I schedule my move before I have my orders?

No. Per Department of Defense regulations we must have a copy of your orders to schedule your move. If you know you will need to leave and may not have orders, you may have your command write a "Letter in Lieu of Orders". Please be aware that if this is the case, we must have a valid accounting line, or fund cite, clearly listed.

Do I have to attend a briefing?

We recommend that you attend a live briefing as regulations and policies change from time to time. Some military members are required to attend a briefing – this requirement should be listed in your orders. However, if you find that you are unable to attend in person, visit our Interactive Online Briefing.

What time will the movers be at my residence?

The movers may arrive at your residence any time between 8:00 AM and 5:00 PM. After we book your shipment, we send an email to you with the mover's information. You may call them the day before to find out what time they are scheduled to arrive. Please keep in mind that we cannot schedule an exact time for them to arrive. Also, if you or your releasing/receiving agent are not at your residence when the movers arrive, you may be charged for attempted pickup or delivery.

How much notice do I need to give before canceling my pickup or delivery?

For a pickup, we generally need at least 24 hours notice (if your pickup is on a Monday, 72 hours notice is necessary). You must call our Outbound counselor to cancel your shipment. If the movers come to your residence, you may be charged an attempted pickup fee.

For a delivery, we need at least 48 hours notice (if your delivery is on a Monday or Tuesday, 120 hours notice is necessary). The movers usually load your shipment the morning before the delivery date. They will store the trailer in a secure facility to prevent theft. If less notice is given, you may be charged attempted delivery fee and warehouse handling to put your property back into storage.

Can I have part of my shipment delivered out of Storage-in-Transit?

Yes. However, if the items were not separated at the time of pickup and annotated on the inventory, you will have to pay for the moving company to separate your items. If they were separated and annotated, simply call your Inbound counselor and request a partial delivery.

Are the storage warehouses climate-controlled?

No. However, a reasonable effort is made to avoid temperature extremes; your property will not freeze or melt. The warehouses are protected from sun, rain, snow, and other weather phenomena.

How much Pro Gear (professional books, papers and equipment) am I authorized?

Pro Gear is unlimited for military members. However, it *must* be used in direct relation with your employment. For instance, if you are a doctor, then your medical texts would be considered pro gear. If you are a civilian, you must have prior approval and an itemized list from your gaining command.

What is my weight entitlement?

Your weight entitlement depends on your pay grade and, in some cases, your destination. Since some overseas areas are weight restricted, you may need to ask your outbound counselor if this is the case. To find the base amount for your weight entitlement, please view the weight allowance table on our web site.

Can I ship my outdoor grill?

Yes, you may. However, you *must* ensure that it is clean, free of soil and pest infestation, and you *may not* ship a propane tank – even if it is empty. For more information on items that may not be shipped in any government move, please view the unauthorized items list online.

The movers have asked me to sign a DD Form 619, 619-1, 1840, or inventory. Should I sign it?

Whether or not you sign paperwork depends upon what is written on it. *NEVER* sign a blank document. If you do not agree with anything written on any move paperwork, annotate the discrepancy before you sign the document.

I live in "X" county. Who is my Personal Property Shipping Office?

Wright-Patterson Air Force Base Personal Property Shipping Office services 80 counties in Ohio and 57 counties in Indiana. To find out which counties are included, please view our Area of Responsibility online. If you do not live in Ohio or Indiana, please visit the Air Force Move web site at <http://afmove.hq.af.mil>.

I want to ship/store my vehicle when I go overseas. How do I do this?

View the Shipping Your POV and Storing Your POV pamphlets for more information. They can be found on our web site. Additionally, you must get a letter from us, authorizing you to ship or store your vehicle.

Can I ship/store my vehicle when I move stateside?

Not usually. View the Shipping Your POV and Storing Your POV pamphlets (see previous question) for more information.

Do I get my damaged items fixed and then send a receipt to the claims office?

No. File your claim with the claims office first. The claims office will determine the cost of repairing or replacing your damaged property. Remember, the government is liable for up to \$40,000 at depreciated value unless you have purchased higher-value insurance.

How much time do I have to file my claim?

You have up to 70 days from the date of delivery to inform the claims office of your intent to file a claim. If you do this, you have up to two years from the date of delivery to actually file the claim.

Where do I send my claim for damage or loss?

It depends on which branch of service you are affiliated with.

Branch of Service/Claims Office Address

Telephone



88 ABW/JAD
5030 Patterson Pkwy Bldg 219
Wright-Patterson AFB OH
45433-5515

(937) 257-6667

<http://legalassistance.law.af.mil/claims/>



USAARMC/SJA/CLAIMS OFC
Fort Knox KY
40121
(502) 624-6913

(502) 624-6913



Personnel Claims Unit Norfolk
Naval Legal Serv Off Mid-Atl
9620 Maryland Ave
Norfolk VA
23511-2989

(888) 897-8217



HQ USMC (Code MRP-2)
Manpower and Reserve Affairs
3280 Russell Rd
Quantico VA
22134-5103

(703) 784-9533



HHGDS Claims & Carrier RecUS
Coast Guard Finance (OGC)
PO Box 4121
Chesapeake VA
23327-4121

(757) 366-6504

Where can I weigh my vehicle(s)?

You may weigh your vehicles at any certified scale. If you are located close to Wright-Patterson, you may use the scales located in Area C, at the side of Building 70, free of charge. Hours of operation are 0745 to 1615, Monday through Friday.

When will I receive my incentive payment for my inbound PPM?

Air Force only: We have ten working days to process your paperwork. When we are finished, we take the packet to Finance for payment processing. Depending on several factors, the entire process could take three to six weeks.

If you are in the Army, we will process your paperwork and return it to you. It is then your responsibility to forward the documentation to the appropriate Finance office.

If you are in the Navy, Marine Corps or Coast Guard, you must send your paperwork directly to the applicable Finance office.